Welcome

BT Smart Hub user guide

Hello

Powerful, clever and faster than ever – your sleek new Hub has arrived. We hope you have fun using it.

Here's what's in this guide

What's in the box	2
Get to know your BT Smart Hub	3
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Get more with My BT	6
Get ready with your BT Extras	7
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Other information	11

Thanks again for choosing BT.

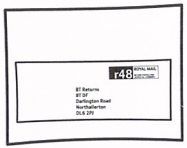
What's in the box

BT Smart Hub

Power cable and plug (in two parts)

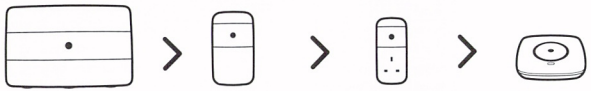
BT Smart Hub user guide

Extra sticker with Hub details to put somewhere handy



Bag for returning your old Hub

Got a bundle, like a BT Mini Hub or BT TV, too?
Set up your Smart Hub first before setting up anything else.



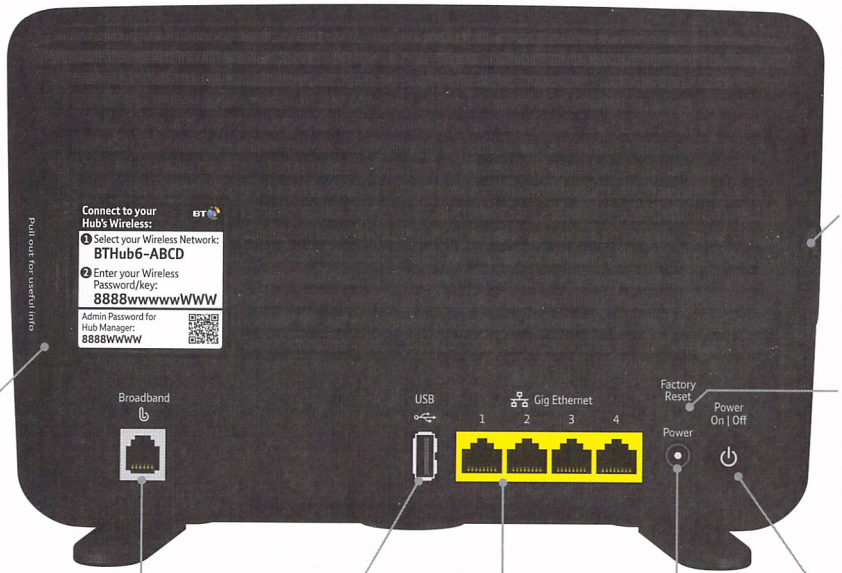
BT Smart Hub › BT Mini Hub › BT Mini Connector › BT TV box

Get to know your BT Smart Hub

Front

Hub status light
Have a look at page 9 to see what your Hub lights mean

Back



WPS button and light
Use this as a quick way to connect wireless devices.
See page 5

Factory Reset button
See page 9

Hub wireless settings
A handy removable card with all you need, including passwords, to connect wirelessly

Broadband port

USB port

Four Gig Ethernet ports
To connect devices using a cable

Power socket

Power button

How to set up and get connected

1 Set up your Hub

We'll email or text you when your broadband is ready. You can then set up your BT Smart Hub.

If you've got an old BT Home Hub, you can recycle it and its power cable using the box your new Hub came in. See the box for what to do.

1 Connect

- Plug the broadband cable (grey ends) into your Hub and the other end into your master phone socket.
- If you need broadband filters, leave your old ones plugged in. And make sure you've still got a filter on every phone socket you use, including any Sky® box or similar connection.

2 Plug in power

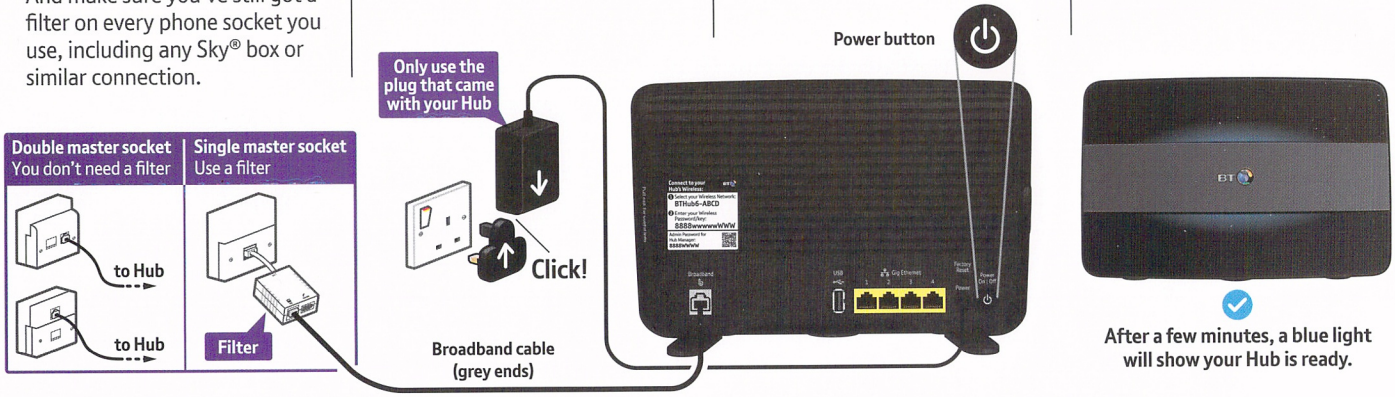
- Slide the two parts of the Hub's power plug together until they click into place.
- Connect the power cable to your Hub, plug it in at the wall and switch the socket on.

3 Turn Hub on

- Press the Power button on the back of the Hub.
- The light on the front will change colour while your Hub sets itself up. **This takes a few minutes.**

4 You're online

- Your Hub is ready when the light turns blue.
- If it isn't blue, see page 8 for help with connecting.


Double master socket
You don't need a filter
Single master socket
Use a filter
to Hub
to Hub
Filter
Only use the plug that came with your Hub
Click!
Broadband cable (grey ends)
Power button
After a few minutes, a blue light will show your Hub is ready.

2 Connect your devices

You'll need your Hub's wireless network name and password. They're on the back of your Hub.

Your Hub will be called something like BTHub6-ABCD. If your device supports WPS, press the **WPS** button on your Hub – it's a quick way to connect.

Prefer a wired connection?
Using your Ethernet cable (yellow ends), connect your device to any of the yellow Ethernet ports on the back of your Hub.

3 Finish setting up online with Smart Setup

When you connect a device to your Hub for the first time, your web browser will ask you if you want to activate any of your BT Extras, including BT Parental Controls.

How to turn off Smart Setup
Just follow the steps at bt.com/help/smartswitchoff

4 Getting the best wi-fi signal

For tips on how to get the best wi-fi signal in your home, go to bt.com/yourwi-fi

All done.

Get more with My BT

Go to **bt.com/mybt** or download the My BT app to manage your account and products, online security and BT Extras. So everything's in one place.

Go to bt.com/mybt to:

- track an order
- view your bills and manage payments
- check your calls and broadband usage
- see your inclusive BT Extras (see page 7)
- upgrade your calls, broadband and TV packages
- get help with your BT services.

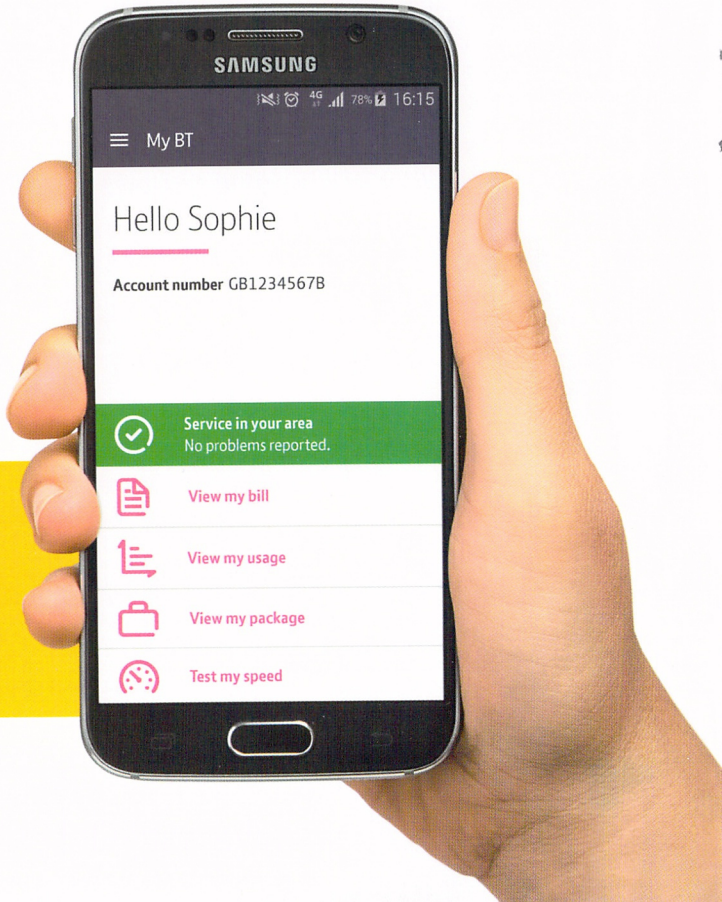
Download the My BT app

Just go to bt.com/mybtapp/download

Or if you've got an Apple® or Android® smartphone, text 'My BT' to **81192** and we'll send you a link to download it.

Download on the App Store

GET IT ON Google Play



If you need some help, see page 11.

Get ready with your BT Extras

You can find them in My Extras at **bt.com/getready**

BT Sport

Watch unmissable action from the Barclays Premier League, UEFA Champions League, The Emirates FA Cup, Aviva Premiership Rugby, European Rugby Champions and Challenge Cups, MotoGP™ and much more.

BT Wi-fi

Get unlimited access to the UK's largest network of wi-fi hotspots. Connect using a browser on your laptop or download our app.

BT Cloud

Securely back up your precious photos and important files any time, on the go, using any device.

BT email

Get up to 11 email addresses, unlimited storage, and protection against viruses and spam.

BT Parental Controls

Help to keep your family safe online by filtering inappropriate content.

BT Virus Protect

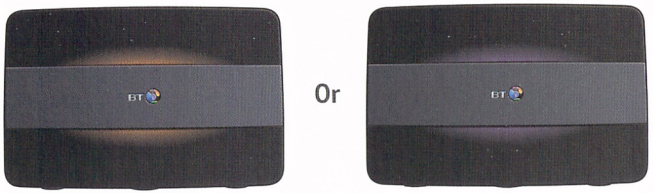
Download it on your device so you're protected when browsing online – against viruses, scams, spyware, phishing attacks and other internet threats. It also protects you from infections from other things (like USB memory sticks), even when offline.

BT Web Protect

Protect your gadgets against infection from viruses, scams and phishing attacks by warning you if you're going to a website that might be harmful. It works on any device connected to your BT Broadband or BT Wi-fi. You don't have to install anything. Just turn on BT Web Protect online.

Troubleshooting

If your Hub is showing an orange or purple light, it's running okay but needs a bit of help connecting to the internet.



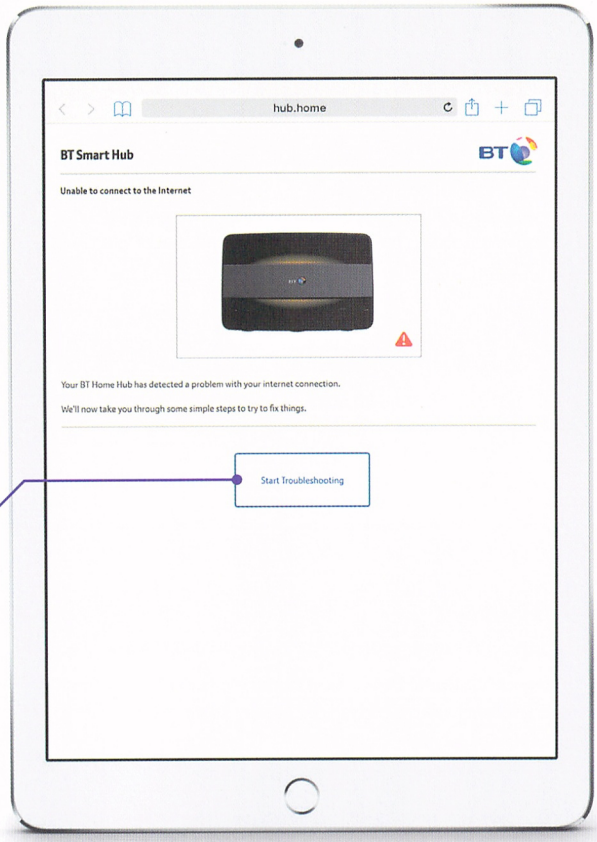
Or

Here's what to do

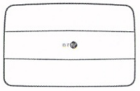
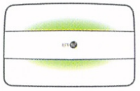
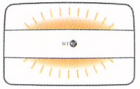
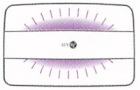
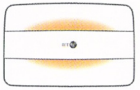
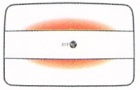
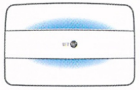
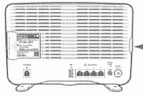
1 Connect a device to the Hub using wireless or an Ethernet cable.

2 Open a new web browser on your device.

3 Follow the on-screen help wizard to get connected.


hub.home
BT Smart Hub
Unable to connect to the Internet
Your BT Home Hub has detected a problem with your internet connection.
We'll now take you through some simple steps to try to fix things.
Start Troubleshooting

What your Hub lights mean

Lights	What's happening	What to do
 **No light**	The power is off or you've turned the lights off	If you haven't turned the lights off, check that the Hub's Power button is on, its power cable is plugged in correctly at the mains and power is turned on. If there's still no light, call us on 0800 111 4567. We're usually less busy between 12pm and 6.30pm
 **Green light**	The Hub is starting up	Wait a couple of minutes for it to start
 **Flashing orange light**	The Hub is connecting to broadband	Give it a minute or two to connect. The light will turn steady blue when your Hub is ready
 **Flashing purple light**	The Hub is working but the broadband cable isn't connected	Check the broadband cable (black with grey ends) is plugged in correctly and you're using a filter, if needed. You can see which cable goes where on page 4
 **Steady orange light**	The Hub is working but isn't connected to the internet	Connect a device to your Hub using a cable or wi-fi. Open a new web browser window and follow the on-screen help wizard to get connected
 **Red light**	There's a problem somewhere	Using the Power button, turn your Hub off and on again. If the light still doesn't turn blue, use a paper clip to press your Hub's Factory Reset button. If this doesn't fix it, call us on 0800 111 4567. We're usually less busy between 12pm and 6.30pm. Make sure you're next to your Hub with a computer or device if you call
 **Blue light**	The Hub is working fine	If you can't get online, there might be a problem with your computer, tablet or mobile device. Turn it off and then on and try again. If you've still got a problem, get some help from the manufacturer or supplier
 **WPS button and light**		If it's flashing blue, it's waiting for you to press the WPS button on your computer or device (you've got two minutes). If it's flashing red, it didn't connect – give it a couple of minutes and try again. No light means that it's connected successfully

Hub Manager

Use your Hub Manager to get the best from wi-fi and manage settings.

You can:

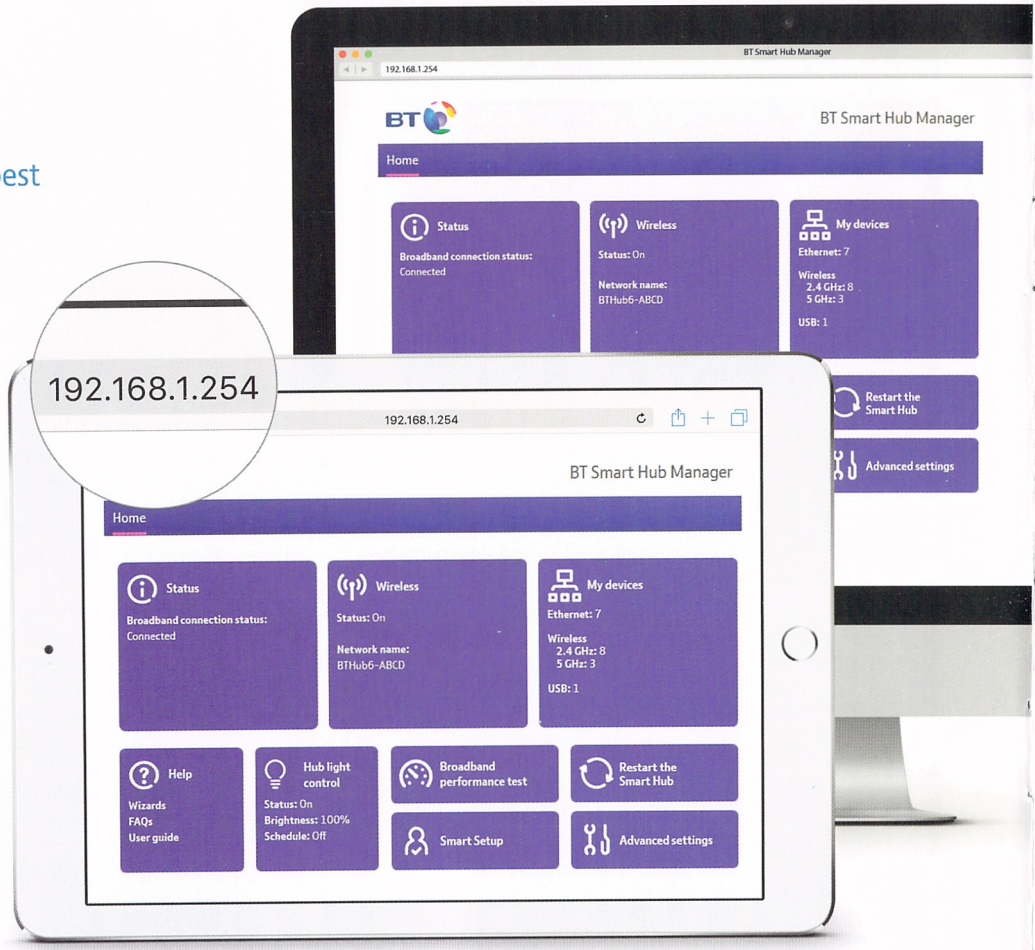
- switch on BT Access Control
- fix problems using wizards
- see your broadband performance
- see all your connected devices.

How to open your Hub Manager

1 Open a new web browser on your device.

2 Type 192.168.1.254 into the address bar.

3 If you want to make any changes, you'll need your Admin password. It's on the Hub's settings card on the back of your Hub.



Need some help?

Choose the way that suits you.

Go to bt.com/help
The quickest and easiest way to get help, all day, every day.

Chat to us at bt.com/chat
We're here to help seven days a week between 7am and 11pm.

Call us
If you need to talk, give us a ring on 0800 111 4567. We're usually less busy between 12pm and 6.30pm. Make sure you're next to your Hub with a computer or device if you call.

You can also call 0330 123 4567 from a mobile. All numbers starting 0330 are charged at a national rate and are included in any free minutes as part of your mobile contract. Some mobile operators allow free use of 0800 numbers.

Get help from other users
Join the conversation in the BT Community Forum at bt.com/community

Other information

Radio Equipment Directive Declaration of Conformity
Hereby, British Telecommunications plc declares that the radio equipment type Smart Hub type A is in compliance with Directive 2014/53/EU. This device has been evaluated for and shown compliance with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.

You'll find the full text of the EU declaration of conformity at **bt.com/producthelp**

Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
2.412 – 2.472	19.98
5.15 – 5.25	22.87
5.25 – 5.35	22.89
5.37 – 5.725	25.53

Operations in the 5.15–5.35GHz band are restricted to indoor usage only.

The BT Smart Hub contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at **bt.com/help/gplcode**

Your Hub is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. You'll find instructions for recycling the Hub and other BT equipment on the back of your Hub's box.

Your device's operating temperature range is between +10°C and +45°C.

Call 0800 800 150 to get this leaflet in Braille, large print or audio CD.

recycle

BT

Bringing it all together

Offices worldwide

The services we've described in this publication may not always be available and we may change them. Nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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internet matters.org

Get information, advice and support on keeping your children safe online